

Office of Selectmen

**Post Office Box 139
Moultonborough, N.H. 03254
(603) 476-2347**

STATEMENT OF POLICY

No. 7

COMPLAINTS REGARDING THE PERFORMANCE OF A TOWN EMPLOYEE

The Board of Selectmen, Town of Moultonborough, hereby enacts this COMPLAINT POLICY in instances where performance is at issue. Any individual, whether or not a resident of the Town, aggrieved by the performance of a Town employee can appeal to the Board of Selectmen for relief. Where employee performance aggrieves any individual, resident or non-resident, the Board of Selectmen enact the following Complaint Resolution process.

1. The Town of Moultonborough created a specific form upon which to register a complaint, entitled, "Town of Moultonborough, Employee Complaint Form." The aggrieved individual shall complete this form to the best of their ability. An incomplete form may restrict the Board of Selectmen's ability to respond to the complaint filed. The complaint form is available from the Receptionist, in the Administrative Office and from the Town Administrator. A copy of the Complaint Form referred to in this Policy is here and attached labeled, "Attachment 1."
2. The aggrieved individual shall return the completed form to the Administrative Office, to the Town Administrator or to a Selectman currently seated on the Board of Selectmen.
3. The aggrieved individual will receive in return a receipt that documents the date and time that the Administrative Office, the Town Administrator or a Selectman receives the completed complaint form.
4. The Board of Selectmen as a whole shall receive the complaint filed at the next regularly scheduled Selectmen's Meeting. The complaint (including the name of the individual lodging the complaint, the department named in the complaint and the actual date and time received in Section 3. above) will be duly noted in the Selectmen's Meeting Minutes.
5. The Board of Selectmen are responsible to conduct an investigation into the grievance charged. The Board of Selectmen may choose the appropriate vehicle through which to investigate the grievance, but they must specify the method chosen for the Minutes.
6. The individual or group performing the investigation must provide a complete report of findings at the third subsequent Selectmen's Meeting. The individual or group will also report one or more recommendations for administrative or disciplinary action to the Board of Selectmen. Administrative action can include, but is not limited to, a recommended change in policy. It can also result in a

finding that no infraction of policy, misuse of authority or other impropriety occurred. A recommendation for disciplinary action shall result in a separate hearing at which the employee is present to respond to allegations. Pursuant to the appropriate NH RSAs and Administrative Rules, the disciplinary hearing may, at the request of the employee, be a nonpublic session.

7. The Board of Selectmen will provide a written response to every complaint thus filed with and investigated by the Board of Selectmen.
8. If the Board of Selectmen determine that a complaint received is superfluous in nature, harassing or directly and intentionally abusive of the process, they may waive any and all actions under this policy. If they choose to do so, they must make their reasoning and resulting actions a matter of record in the appropriate Selectmen's Meeting Minutes. This waiver action requires a unanimous vote of all five Selectmen.

This policy shall be effective immediately upon adoption and shall remain in effect until superseded or replaced.

Date of Adoption:
August 13, 1998

Douglas W. Murphy, Sr., Chairman
Russell C. Wakefield
Ernest E. Davis, Jr.
BOARD OF SELECTMEN

This Policy received review, revision and update. The Policy, as revised, received acceptance and enactment on September 21, 2006.

Karel A. Crawford, Chairman
Edward J. Charest
Ernest E. Davis, Jr.
James F. Gray
Joel R. Mudgett
BOARD OF SELECTMEN

This Policy received review, revision and update. The Policy, as revised, received acceptance and enactment on April 7, 2016.

Christopher P. Shipp, Chairman
Russell C. Wakefield, Selectman
Josiah H. Bartlett, Selectman
Jean M. Beadle, Selectman
Paul T. Punturieri
BOARD OF SELECTMEN

TOWN OF MOULTONBOROUGH

COMPLAINT FORM:
EMPLOYEE PERFORMANCE

LOCATION: Map _____ Lot _____ Date: _____

STREET ADDRESS: _____

NATURE OF COMPLAINT: _____

Details: _____

Reply Requested: Yes _____ No _____

Signature

Printed Name

Mailing Address

Phone Number

BOARD OF SELECTMEN REVIEW

Referred to: _____

Action Taken: _____

Reply Prepared: _____

Date Name